

State of Alaska FY2005 Governor's Operating Budget

Department of Revenue Administrative Services Component Budget Summary

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Component: Administrative Services

Contribution to Department's Mission

The mission of the Administrative Services Division is to provide support services for departmental programs.

Core Services

- Financial Accounting
- Budget
- Desk top network and other computer services
- Professional and Non-Professional Services Procurement

End Results	Strategies to Achieve Results
(1) Increase customer satisfaction. <u>Target:</u> 90% of respondents rate service 4 out of 5 on a scale of 5. <u>Measure:</u> Percentage of respondents rating service 4 out of 5 on a scale of 5 in the areas that Administrative Services has purview over: budget, finance/accounting, information technology and procurement.	(1) Ensure federal and state requirements for expenditures are met. <u>Target:</u> No over-expenditure of budget. <u>Measure:</u> Percent of funds spent. <u>Target:</u> Zero audit exceptions. <u>Measure:</u> Number of audit exceptions. (2) Improve data processing services. <u>Target:</u> 90% of customers rate Information Technology (IT) help desk response 4 out of 5 on a 5 point scale. <u>Measure:</u> Percent of customers who rate timely IT help desk response 4 out of 5 on a 5 point scale. (3) Improve procurement services. <u>Target:</u> Zero procurement violations. <u>Measure:</u> Number of procurement violations.

FY2005 Resources Allocated to Achieve Results

FY2005 Component Budget: \$1,256,100	Personnel:	
	Full time	11
	Part time	0
	Total	11

Performance Measure Detail

(1) Result: Increase customer satisfaction.

Target: 90% of respondents rate service 4 out of 5 on a scale of 5.

Measure: Percentage of respondents rating service 4 out of 5 on a scale of 5 in the areas that Administrative Services has purview over: budget, finance/accounting, information technology and procurement.

(1) Strategy: Ensure federal and state requirements for expenditures are met.**Target:** No over-expenditure of budget.**Measure:** Percent of funds spent.**Target:** Zero audit exceptions.**Measure:** Number of audit exceptions.

Audit Findings

Year	#-Findings				YTD Total
1999	6	0	0	0	6
2000	5	0	0	0	5
2001	3	0	0	0	3
2002	2	0	0	0	2
2003	NA	0	0	0	0

Analysis of results and challenges: The division is using audit findings as a proxy to ensure that federal and state requirements for expenditures are met. There has been improvement in this area as can be seen in the table.

(2) Strategy: Improve data processing services.**Target:** 90% of customers rate Information Technology (IT) help desk response 4 out of 5 on a 5 point scale.**Measure:** Percent of customers who rate timely IT help desk response 4 out of 5 on a 5 point scale.

Analysis of results and challenges: The help desk function has the most impact on the daily performance of Department of Revenue's staff and managers' ability to use technology to more effectively accomplish their tasks. The customer's perception of the quality of services will serve to improve the service. The division hopes to conduct a base-line survey in the current fiscal year.

(3) Strategy: Improve procurement services.**Target:** Zero procurement violations.**Measure:** Number of procurement violations.

Number of Procurement Violations

Year	#-Violations				YTD Total
1999	1	0	0	0	1
2000	1	0	0	0	1
2001	0	0	0	0	0
2002	0	0	0	0	0
2003	0	0	0	0	0
2004	N/A	0	0	0	0

Analysis of results and challenges: The Division of Administrative Services plans on monitoring the number of procurement violations to ensure that procurement in the department adheres to state laws, regulations and policies.

Key Component Challenges

- Implementation of the Information Technology Enterprise Integration will take Division of Administrative Services time and expertise to participate in and coordinate within the department.
- Managing the administrative workload within existing resources.

- Increasing the level of communication between the Division of Administrative Services and divisions and corporations/authorities to ensure excellent customer service is provided.

Significant Changes in Results to be Delivered in FY2005

The Division will continue to work with the Department of Administration, Division of Personnel on the successful implementation of the Human Resources Enterprise integration.

Major Component Accomplishments in 2003

- Successfully closed out FY2003 with new staffing.
- Moved from Windows NT to Windows Active Directory.
- Upgraded all firewalls
- Implemented a remote patching software to improve efficiency.
- Eliminated a server in Anchorage and Fairbanks. Staff in these areas now use Terminal server to connect to the server in Juneau.
- Coordinated diversity training required by Administrative Order 195.

Statutory and Regulatory Authority

AS 36.30
AS 37.05.030
AS 37.05.130-140
AS 37.10
AS 39.20.330
AS 39.25.150(23)
AS 43.05.010(2)
AS 43.23.055
2 AAC 07.930

Contact Information

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Administrative Services Component Financial Summary

All dollars shown in thousands

	FY2003 Actuals	FY2004 Authorized	FY2005 Governor
Non-Formula Program:			
Component Expenditures:			
71000 Personal Services	1,014.1	1,014.3	794.9
72000 Travel	10.3	7.5	7.5
73000 Contractual	110.0	134.6	436.7
74000 Supplies	18.5	17.0	17.0
75000 Equipment	33.6	0.0	0.0
76000 Land/Buildings	0.0	0.0	0.0
77000 Grants, Claims	0.0	0.0	0.0
78000 Miscellaneous	0.0	0.0	0.0
Expenditure Totals	1,186.5	1,173.4	1,256.1
Funding Sources:			
1004 General Fund Receipts	365.6	362.8	414.9
1007 Inter-Agency Receipts	486.5	470.3	486.9
1133 Indirect Cost Reimbursement	334.4	340.3	354.3
Funding Totals	1,186.5	1,173.4	1,256.1

Estimated Revenue Collections

Description	Master Revenue Account	FY2003 Actuals	FY2004 Authorized	FY2005 Governor
<u>Unrestricted Revenues</u>				
None.		0.0	0.0	0.0
Unrestricted Total		0.0	0.0	0.0
<u>Restricted Revenues</u>				
Interagency Receipts	51015	486.5	470.3	486.9
UA Indirect Cost Recovery	51115	334.4	340.3	354.3
Restricted Total		820.9	810.6	841.2
Total Estimated Revenues		820.9	810.6	841.2

**Summary of Component Budget Changes
From FY2004 Authorized to FY2005 Governor**

All dollars shown in thousands

	<u>General Funds</u>	<u>Federal Funds</u>	<u>Other Funds</u>	<u>Total Funds</u>
FY2004 Authorized	362.8	340.3	470.3	1,173.4
Adjustments which will continue current level of service:				
-Transfer of Funding from Division of Personnel to Departments	52.1	0.0	0.0	52.1
-Changes to Retirement and Other Personal Services Rates	0.0	14.0	16.6	30.6
FY2005 Governor	414.9	354.3	486.9	1,256.1

Administrative Services Personal Services Information

Authorized Positions			Personal Services Costs	
	<u>FY2004</u> <u>Authorized</u>	<u>FY2005</u> <u>Governor</u>		
Full-time	17	11	Annual Salaries	580,243
Part-time	0	0	Premium Pay	0
Nonpermanent	0	0	Annual Benefits	234,347
			<i>Less 2.42% Vacancy Factor</i>	(19,690)
			Lump Sum Premium Pay	0
Totals	17	11	Total Personal Services	794,900

Position Classification Summary

Job Class Title	Anchorage	Fairbanks	Juneau	Others	Total
Accountant III	0	0	1	0	1
Accountant IV	0	0	1	0	1
Accounting Tech II	0	0	1	0	1
Administrative Clerk III	0	0	1	0	1
Administrative Manager II	0	0	1	0	1
Data Processing Mgr I	0	0	1	0	1
Division Director	0	0	1	0	1
Micro/Network Spec I	0	0	1	0	1
Micro/Network Tech II	1	0	1	0	2
Procurement Spec II	0	0	1	0	1
Totals	1	0	10	0	11